(c) Air India has taken serveral steps to increase their traffic such as restructuring the pattern of operations, introduction of low-season fares, special schemes such as free-companion offer for first/executive class passengers, attractive group travel schemes, improvement in on-time performance etc. Indian Airlines have also taken measures to improve their inflight, ground and passenger services to attract more traffic.

Harassment of Customers by SBI Branch

2919. SHRI RAJNATH SINGH: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that customers of S.B.I. Chandni Chowk Branch and particularly sub-branch of Dariba Kalan, Delhi are being harassed by the bank management by causing inordinate delay in clearance of their cheques, not giving monthly/quarterly statement of accounts of transactions etc;

(b) whethr Government have received any compalints in this regard;

(c) whether it is a fact that the said branches have not been computerised so far despite heavy workload; and

(d) if so, the reasons therefor and by when the branches are likely to be computerised to meet the heavy workload?

THE MINISTER OF FINANCE (SHRI P. CHIDAMBARAM): (a) State Bank of India (SBI) have reported that there is no sub-office of their Chandni Chowk Branch at Dariba Kalan. They have further reported that nomally, cheques received for clearance at their Chandni Chowk Branch are credited to the accounts of the lodger on the day following the day of their deposit. According to SBI, the statements of accounts are also available by the first week of the month following the month to which they relate.

(b) One compalint was received in July, 1996 by the bank from one of their constituents of Chandni Chowk Branch relating to the collection of a cheque drawn on its Extension Counter by the branch. According to SBI, the matter was resolved to the satisfaction of the complainant.

(c) It is true that SBI's Chandni Chowk Branch has not been computerised so far. However, wherever necessary, Services of outside computer agencies are engaged to cope up with the load of work, to ensure good customer service.

(d) SBI is already in the process of gradually computerising its Branches. SBI's Chandni Chowk Branch is also likely to be computerised by 31.3.97.

Second Channel of Doordarshan at Bhubaneshwar Centre

2920. SHRI BHAGABAN MAJHI: Will the Minister of INFORMATION AND BROADCASTING be pleased to state: (a) whether Government propose to start second channel of Doordarshan at Bhubaneshwar centre; and

(b) if so, the details thereof?

THE MINISTER OF INFORMATION AND BROADCASTING (SHRI C.M. IBRAHIM): (a) and (b) A Low Power TV Transmitter (LPT) for relay of Metro Channel (DD-II) service is already functioning at Bhubaneshwar since 7.5.1994.

River Tourism in Andhra Pradesh

2921. SHRI YERRA NARAYANA-SWAMY: Will the Minister of TOURISM be pleased to state:

(a) whether Government will encourage the concept of "River Tourism" in Andhra Pradesh;

(b) if so, what are the existing schemes to encourage use of River Godavari and River Krishna in Andhra Pradesh; and

(c) full details thereof?

THE MINISTER OF PARLIAMENTARY AFFAIRS AND MINISTER OF TOURISM (SHRI SRIKANTA JENA): (a) to (c) Department of Tourism, Government of India, prioritises and sanctions the projects on the basis of schemes received from the State Governments after discussion with the latter. Water Sports have been introduced on Krishna River at Paakasambarrage near Vijayawada. The Central Government has provided assistance for boats, launches and water sports equipments as per the proposals submitted by